

Virginia Medicaid Web Portal Web Registration Frequently Asked Questions Revised 05/17/2010

FAQ Contents

General Questions	Page 1
Getting Started	
Converted UAC Users	Page 3
First Time Users	Page 5
Establishing a User Profile	
Creating a User ID	Page 8
Creating a Password.	Page 8
Completing the User Profile	Page 9
Establishing a Security Profile	
Creating Security Questions	Page 10
Requesting and Applying a Security ID.	Page 10
Establishing a User Organization	
Security Roles.	Page 12
Adding and Modifying Users	Page 13

General Questions

How do I access the new Virginia Medicaid Web Portal?

The new Virginia Medicaid Web Portal can be accessed through the following link:
www.virginiamedicaid.dmas.virginia.gov

When will the new Virginia Medicaid Web Portal be available?

The new Virginia Medicaid Web Portal will be available for registration verification purposes (only for those users previously registered on the First Health Web Portal) starting June 1, 2010. The fully functional web portal will be available starting June 14, 2010 at 7 A.M.

Will the new Virginia Medicaid Web Portal have all the same functionality?

The new Virginia Medicaid Web Portal will have all of the functionality the First Health Services Corp (FHSC) web portal contained. In the near future, the Virginia Department of Medical Assistance Services (DMAS) will be rolling out other exciting new features such as online claims data entry, online provider enrollment application submission and online provider profile updates.

When will the First Health Services Corp. (FHSC) web site be shut down?

The FHSC web site will no longer accept new registrations after May 25, 2010. The FHSC web site will no longer be available for Virginia Medicaid providers as of June 27, 2010.

What if I'm an existing FHSC web portal user and my password expires or is forgotten after the cutoff for new registrations? Can I still get it reset?

Yes, the FHSC web site will be available until June 28, 2010. During that time if your password expires or needs to be reset, you can continue to change your password or the FHSC Help Desk will continue to be able to reset passwords.

New users will no longer be able to register after May 25, 2010.

With the new portal, is there a new security hierarchy?

Yes. Where the FHSC web portal was user centric, the new Virginia Medicaid Web Portal is provider centric. The provider centric security will allow for the security level needed for the current functionality but for the additional security needed for future planned functionality. See 'Establishing a User Organization' FAQ Section – 'Security Roles' for additional information on the security roles.

If I forget my password then who should I contact to have my password reset?

On the Virginia Medicaid Web Portal – Provider Login Page there is a 'Login' portlet. At the bottom of that portlet, click on the link labeled "Forgot My Password". The link will direct you to the three security questions submitted during the creation of your Security Profile. (See 'Establishing a Security Profile' FAQ Section). You will be required to answer all three security questions correctly. Enter your User ID then select continue. Your password will be emailed to the email address in your user profile; the email address entered when registering. (See 'Establishing a User Profile' FAQ Section – Completing the User Profile').

If I forget my User ID what do I need to do to retrieve my User ID?

On the Virginia Medicaid Web Portal – Provider Login Page there is a 'Login' portlet. At the bottom of that portlet, click on the link labeled "Forgot User Name". The link will direct you to the three security questions submitted during the creation of your Security Profile. (See 'Establishing a Security Profile' FAQ Section). You will be required to answer all three security questions correctly. Enter your Email Address (previously entered in your profile when you registered, then select continue. Your User ID will be emailed to your email address. (See 'Establishing a User Profile' FAQ Section – Completing the User Profile').

Getting Started

Converted UAC Users

Has my information been converted from the First Health UAC?

Yes. All active user records existing in First Health's UAC have been converted over to the Virginia Medicaid Web Portal's user table.

Letters have been issued to the provider or group provider administrator detailing the converted users associated with the provider. The letter details the converted User IDs and temporary passwords associated with each.

I am a user of the FHSC web site but did not receive a notice of change. What do I do?

Please contact the ACS Help Desk (toll free) at 866-352-0496. Contact information can also be located via the 'Contact Us' link on the portal (upper right corner of each portal page).

How do I log in to the new Virginia Medicaid Web Portal?

The new Virginia Medicaid Web Portal can be accessed through the following link:
www.viriniamedicaid.dmas.virginia.gov

Once you've accessed the portal, choose 'Providers' from the 'Login' portlet on the portal's Home Page (lower right corner)

On the Provider Login page, enter the User ID and temporary password associated with the provider or group you wish to inquire upon.

If this is the initial time for logging in with this User ID and temporary password, you'll immediately be requested to change your password, based on the requirements for the establishing a password. See 'Establishing a User Profile' FAQ Section – 'Creating a Password'.

What if I'm a converted user from the First Health portal and cannot access the portal using my User ID and temporary Password?

If you're a previously registered user of the First Health Web Portal and are having issues with the User ID or temporary password sent to your associated provider (or group provider administrator), please contact the ACS Help Desk (toll free) at 866-352-0496. Contact information can also be located via the 'Contact Us' link on the portal (upper right corner of each portal page). Please have your NPI, User ID and temporary password available. You will NOT be asked for your password.

How was my User ID assigned?

For users previously registered on the First Health portal, the UAC record(s) have been converted. Letters have been issued to the provider or group provider administrator detailing the converted users associated with the provider. The letter details the converted User IDs and

temporary passwords associated with each. The user will need to log in to the portal by entering the User ID and temporary password from the letter. Upon successful log in, the user will be immediately requested to reset their password, in conformance with the password criteria, as well as complete the set up of their User and Security profiles. See 'Establishing a User Profile' FAQ Section – 'Creating a Password'.

How was my password assigned?

For portal users that were previously registered on the First Health web portal, the user will need to log in to the portal by entering the User ID and temporary password from the letter recently sent to the user's associated provider. Upon entry of this initial password, the user will be requested to immediately change their password, in conformance with the password criteria. See 'Establishing a User Profile' FAQ Section – 'Creating a Password'.

How long is my temporary password valid?

It will be valid for 3 months

For users that were previously registered with the First Health web portal, your temporary password, sent in a letter to your associated provider (or group provider administrator) is valid from June 1 at 7 A.M. until the time you complete registration. At that time, you will be required to establish a new password in conformance with the password requirements (see 'Establishing a User Profile' FAQ Section – 'Creating a Password' for more details). If you do not register by September 30, 2010, your temporary password will expire and you will need to re-register.

I have to complete a User Profile and establish a Security Profile. What are these and why do I need them?

The User Profile is part of the registration process and contains the following information. All information available in the First Health UAC has been converted. Any information that is required (noted with an asterisk *) will need to be supplied by you at the initial login.

- Associated NPI
- User ID *
- NPI's FEIN *
- Password *
- First Name *
- Middle Initial
- Last Name *
- Phone Number *
- Extension
- Preferred email *

The Security Profile contains three (3) security questions. Completion of three questions is required. This information is used in assistance with forgotten User IDs or passwords.

For more information, please see 'Establishing A User Profile' and 'Establishing a Security Profile' FAQ Sections

I'm associated to multiple providers in the current UAC. On the conversion letters sent to those providers, my User ID was converted to multiple User IDs. Why?

Where the FHSC web portal was user centric, the new Virginia Medicaid Web Portal is provider centric. The provider centric security will allow for the security level needed for the current functionality but for the additional security needed for future planned functionality.

With the current FHSC web portal functionality a single User ID can be used for one-to-many associated providers (NPI). With the new Web Portal, each provider organization (a single provider or group provider) will require a unique User ID.

During the conversion process, if you were associated to multiple providers in the UAC your User ID was made unique by the addition of a hyphen and single digit number. For instance the UAC User ID 'JDoe' associated with three individual providers would now have 'JDoe-1' and 'JDoe-2'. Each of these User IDs will be uniquely associated with a single provider NPI.

I'm currently a delegated or local admin for my provider(s). How was this converted?

Each provider organization will have one (1) Primary Account Holder and one-to-many Organization Administrator(s). Delegated and Local Administrators in the UAC with managed users have been converted to Organization Administrators in the new portal. If the provider organization had only one Delegated (or Local) Administrator, that user has been converted to the Primary Account Holder. If there were multiple DelAdmins for a provider organization then the selection as to who is to be designated as the Primary Account Holder will need to be made in writing. See 'Establishing a User Organization' FAQ Section – 'Security Roles' for more information.

First Time Users

I'm an enrolled provider, or user associated to an enrolled provider, who has never registered with the Virginia Medicaid Web Portal. What is involved in the registration process?

To take advantage of the portal, you or your designated Primary Account Holder, will need to register and request the generation of a Security ID. A Security ID is used to authenticate you as the provider or Primary Account Holder.

As a new user you will need to complete the following steps:

1. Establish a User ID, password and security profile
2. Initiate the authentication process
3. Complete identity authentication with the Security ID generated

As a user trying to register with the Virginia Medicaid Web Portal, how do I start?

To begin the registration process, please access the portal at www.virginiamedicaid.dmas.virginia.gov.

On the portal home page select 'Provider' from the Login portlet. You'll be directed to the Provider Login page where you'll see the 'First Time User Registration' portlet. Click on 'Register' to begin the registration process.

As part of this process, you'll be directed through the creation of a user and security profile. The user profile will help you to create a User ID and password. See 'Establishing a User Profile' FAQ Section.

The Security Profile will request the completion of three (3) questions. These will be needed in order to assist you should you forget your User ID or password in the future. See 'Establishing a Security Profile' FAQ Section – 'Creating Security Questions'.

After completing your profile, if you are the designated Primary Account Holder, you may request the generation of a Security ID. This Security ID will be sent to you as the provider of record.

Applying the Security ID to your security profile will complete the authentication process and establish your access to your secured provider functions. See 'Establishing a Security Profile' FAQ Section – 'Requesting and Applying a Security ID'.

You will also be able to leverage the portal to establish a user organization, enabling the addition of Organization Administrators and Authorized Staff as needed to support your organizational needs. See 'Establishing a User Organization' FAQ Section

How is my User ID assigned?

For the first time portal user, the User ID is determined and entered by the user at the time of registration, in conformance with the User ID criteria. (See 'Establishing a User Profile' FAQ Section – 'Creating a User ID')

How is my password assigned?

For the first time portal user the password is determined and entered by the user at the time of registration, in conformance with the password criteria. (See 'Establishing a User Profile' FAQ Section – 'Creating a Password')

I have to complete a User Profile and establish a Security Profile. What are these and why do I need them?

The User Profile is part of the registration process and contains the following information. Any information that is required (noted with an asterisk *) will need to be supplied by you at the initial login.

- Associated NPI
- User ID *
- NPI's FEIN *
- Password *

- First Name *
- Middle Initial
- Last Name *
- Phone Number *
- Extension
- Preferred email *

The Security Profile contains three (3) security questions. Completion of three questions is required. This information is used in assistance with forgotten User IDs or passwords.

For more information, please see 'Establishing A User Profile' and 'Establishing a Security Profile' FAQ Sections

I'm a designated Primary Account Holder for my provider organization. I need to request a Security ID in order to complete my authentication process and gain access to secured provider functionality. What is a Security ID?

A Security ID is a mechanism for authenticating the Primary Account Holder with the associated provider.

To initiate the authentication process, you will complete the registration and then request a Security ID. See 'Establishing a Security Profile' FAQ Section – 'Requesting and Applying a Security ID'

The Security ID will be mailed to the provider (or group administrator) of record. Once received, you will apply the Security ID to complete the authentication. . See 'Establishing a Security Profile' FAQ Section – 'Requesting and Applying a Security ID'

Once validated you will have access to secured provider functionality such as:

- Member Eligibility
- Member Service Limits
- Claims Status
- Service Authorization
- Payment History

I'm a designated Primary Account Holder for my provider organization. How do I establish my user organization?

The Primary Account Holder will be able to establish the provider organization, setting users up as either Organization Administrators or Authorized Staff. Organization Administrators will be able to set up Authorized Staff.

See 'Establishing a User Organization' FAQ Section for more details.

Establishing a User Profile

Creating a User ID

Is a User ID required for initial registration on the Web Portal?

Yes, you must create a User ID to log in to the Web Portal.

How do I get a User ID?

For an already established organization, the Primary Account Holder and OrgAdmin for your organization have the authority to establish User IDs.

For a designated Primary Account Holder, you will need to create your User ID at the time of initial registration.

What are the criteria for creating a User ID?

The User ID must be a minimum of 6 characters and a maximum of 16 characters. It can include hyphens, underscores or periods. The User ID can not start with special characters nor can it contain spaces.

Creating a Password

How was my password assigned?

If you're the designed Primary Account Holder for your provider organization, the first time you access the portal, you will create the password in conformance with the password criteria.

If you're not the designated Primary Account Holder for your organization, you will need to get your initial password from your Primary Account Holder or Organization Administrator. Upon your initial access to the portal, you will be immediately directed to change your password.

What are the criteria for creating a password?

The portal password must be a minimum of 8 characters and must include three (3) of the following four (4) requirements:

- Capital/Upper case letter
- Lower case letter
- Number
- Special character (!, \$, #, %)

How often will I be required to change my password?

Passwords will need to be changed every 42 days.

Completing the User Profile

Do I need a NPI or a API to register?

No, a NPI or API is not required at the time of initial registration. An API or NPI is required at the time a Security ID is requested. If the NPI/API is known at the time of registration, it is recommended that it be entered at that time.

Is a SSN or FEIN required to registers on the Web Portal?

An FEIN/SSN is only required by the Primary Account Holder at the time of registration.

The Security ID that is furnished as part of the authentication process will be used, along with the FEIN/SSN, your User ID and the API/NPI for initial security authentication. No other users for your organization will need this information.

What is the length of the SSN/FEIN field?

This field must be 9 digits in length

What is the maximum length of the characters allowed for my first name?

The maximum number of characters allowed is 25.

Is the first name field required for registration to the Web Portal?

Yes, this is a required field.

What is the maximum length of the characters allowed for my last name?

The maximum number of characters allowed is 25.

Is the last name field required for registration to the Web Portal?

Yes, this is a required field.

What format do I use to enter the telephone number?

You must enter 10 digits (area code and phone number) with no spaces or hyphens.

Do I have to have an email address to register?

Yes, an email address is required. The email address is utilized to send users temporary passwords and to send users their forgotten User IDs.

Establishing a Security Profile

Creating Security Questions

There are three security questions listed in the Security Profile. Do I need to pick a question from each security drop down list?

Yes, you need to choose a security question from each of the three columns. The same questions appear in each security question drop down. You are required to pick one question from each security question drop down for a total of three questions. You may not choose the same question previously chosen in another security question.

These security questions will be utilized in assisting you with a forgotten User ID or password.

Requesting and Applying a Security ID

Why do I need to request a Security ID?

As the designated Primary Account Holder for your organization, you will need to initiate and complete the authentication process with the use of a Security ID. Requesting and applying a Security ID is a one time process to be completed only by the Primary Account Holder.

Do all users need to request a Security ID?

No, requesting and applying a Security ID is a one time process needed only to authenticate the Primary Account Holder.

How do I request a Security ID?

To request a Security ID, complete the initial registration process. From the Provider Welcome page, click on 'Request Security ID' from the Quick Links on the left.

Your security profile will be presented along with two new fields associated with the Security ID. Check the 'Generate Security ID' box. The Security ID will be generated and mailed to the provider or administrator (if a group provider) associated with your User ID from the registration process. For more complete instructions, please refer to Web Registration Reference Material under the Provider Resources tab.

While awaiting receipt of the Security ID, the Primary Account Holder can begin to establish the organization. Once the Security ID is applied, it will be associated with all users. See 'Establishing a User Organization' FAQ Section – 'Adding/Modifying Users'.

If you're a new user associated with a provider not currently enrolled in the Virginia Medicaid Program, you will need to wait for provider enrollment approval to request a Security ID.

Who receives the Security ID?

The Security ID is mailed to the provider or group administrator of record for the user's associated NPI/API.

How do I apply the Security ID?

Upon receipt of the Security ID from your provider or group administrator, you will need to apply the Security ID. To apply the Security ID, from the Provider Welcome page, click on 'Apply Security ID' from the Quick Links on the left. Your security profile will be presented along with the two fields associated with the Security ID. Enter the Security ID in the appropriate field. For more complete instructions, please refer to Web Registration Reference Material under the Provider Resources tab.

After the Security ID is applied, user authentication will be completed. Once authenticated, the Security ID will be associated to the Primary Account Holder and any previously established users within the organization. The Primary Account Holder or Organization Administrator can continue to establish their user organization.

Establishing a User Organization

Security Roles

What roles are part of the new Virginia Medicaid Web Portal?

The new Virginia Medicaid Portal has three (3) security roles currently established.

- Primary Account Holder
- Organization Administrator (OrgAdmin)
- Authorized Staff

What is a Primary Account Holder?

A Primary Account Holder is the person who will perform the initial web registration. He/she will establish the security needed to allow the access to secured provider functionality (i.e. ARS functions). The Primary Account Holder can also establish the Organization Administrator (OrgAdmin) and Authorized User roles. The Primary Account Holder can reset the passwords, lock and unlock users for OrgAdmins or Authorized Users.

What do we do if our Primary Account Holder is no longer associated with our organization?

If your Primary Account Holder is no longer associated at your Organization or has moved to another department please contact the ACS Help Desk. For Help Desk information, click on the Contact Us link placed at the right corner of the Provider log in page.

How do we change our Primary Account Holder?

Any change to the Primary Account Holder must be made in writing by the provider of record (for individual providers) or the administrator of record (for groups). The request will need to go to the ACS Help Desk. For Help Desk information, click on the Contact Us link placed at the right corner of the Provider log in page

I'm a user of the First Health web site and received a notice indicating that I need to set up a Primary Account Holder – how do I do that?

The Primary Account Holder can only be established by ACS. Primary Account Holder requests must be made in writing by the provider of record (for individual providers) or the administrator of record (for groups). The request will need to go to the ACS Help Desk. For Help Desk information, click on the Contact Us link placed at the right corner of the Provider log in page

What is an Organization Administrator?

The OrgAdmin can also establish the Authorized User role. He/she can reset the passwords, lock and unlock User IDs for Authorized Users.

Who can be set up as an OrgAdmin?

The Primary Account Holder can establish the OrgAdmin role for an organization.

What is an Authorized Staff?

The staff that is responsible for performing Automated Response System (ARS) functions such as Member Eligibility Inquiries, Service Limit Inquiries, Claims Status Inquiries, etc.

Adding and Modifying Users

Who can add or modify users for my organization?

Only Primary Account Holders can add Organization Administrators. Both Primary Account Holders and Organization Administrators can add Authorized Staff.

How do I add a user?

To add a user to your organization, from the Provider Welcome page, click on 'Add User' from the Quick Links on the left.

Establish a User ID for the staff member. The User ID must conform to the User ID requirements. See 'Establishing a User Profile' FAQ Section – 'Creating a User ID' for User ID requirements.

Complete the following required user information:

- Last Name
- First Name
- Phone Number
- Email

Establish a temporary password for the staff member. The password must conform to the password requirements. See 'Establishing a User Profile' FAQ Section – 'Creating a Password' for password requirements.

Choose the user's role within the organization. Your role will determine what available roles are displayed. A Primary Account Holder will see both Authorized Staff and Organization Administrator options where an OrgAdmin will only see Authorized Staff as a role.

Note: The User ID and Password created during this process will NOT be emailed to the new user. The Primary Account Holder must provide the staff member with the User ID and Password created.

How do I modify a previously established user?

To modify a user's information, including resetting their password, changing a user's role, deactivating or activating a user or unlocking a user who's exceeded their log in tries.

From the Provider Welcome page, click on 'View/Edit User' from the Quick Links on the left. Select desired user from list or search for the desired user based on User ID or name.

If I want to change role assignments, do I just call the ACS Help Desk?

There are several ways to learn how to change role assignments.

- Self- Help Methods
 - Web Registration Tutorial
 - Web Registration User Guide
 - Web Registration Quick Reference Guide

All of these can be located on the portal under the Provider Resources tab – Web Registration Reference Material link

- Contact the ACS Help Desk

If you have the necessary authority to make the change, the ACS Help Desk will take the user through the role modification procedure.

If you do not have the necessary role authority to make the change, ACS will not make any role changes without written authorization from the provider entity authorizing the change.

ACS will retain this authorization for audit purposes. Please submit written authorization to ACS via mail (USPS), email or fax to ACS.